भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

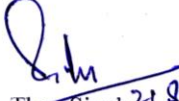No: MOB-63/3GInitiatives/2012

Dated 21 .09.2012

To,

Chief General Manager,
All Telecom Circle.

Sub: Success Story of KTK Circle- 100% GPRS settings push to subscribers

Karnataka Telecom Circle has done a great job in resolving the GPRS settings complaints. With the efforts of Circle VAS team, they have attained zero percent complaint relating to GPRS settings by pushing GPRS settings to all subscribers. Step by Step Procedure/Method adopted by Karnataka Circle in achieving the same is enumerated below:

1 Dump of customers having GPRS facility were taken from HLR.

2. Customers who are already using GPRS were filtered with the help of FMCC server.

3. For rest of customers, H/S model was found out from OTA and GPRS settings were pushed.

4. For the customers who did not have GPRS facility, GPRS facility was enabled in HLR and point 3 above was repeated.

5. For all the new SIMs, CPS file supplied by SIM vendor is shared with OTA team in advance and after loading of CPS file in OTA, GPRS settings are getting pushed automatically on activation of such SIMs.

Kindly implement the same procedure in your systems so that GPRS settings may be pushed to subscribers without any failure leading to reduction in GPRS related complaints and increase in data usage/revenue.

Than Singh 21.9.12
AGM (VAS-Tech)